

**USER INTERFACE FOR "HOW TO USE"
APPLICATION OF AUTOMATED SELF
SERVICE CALL CENTER**

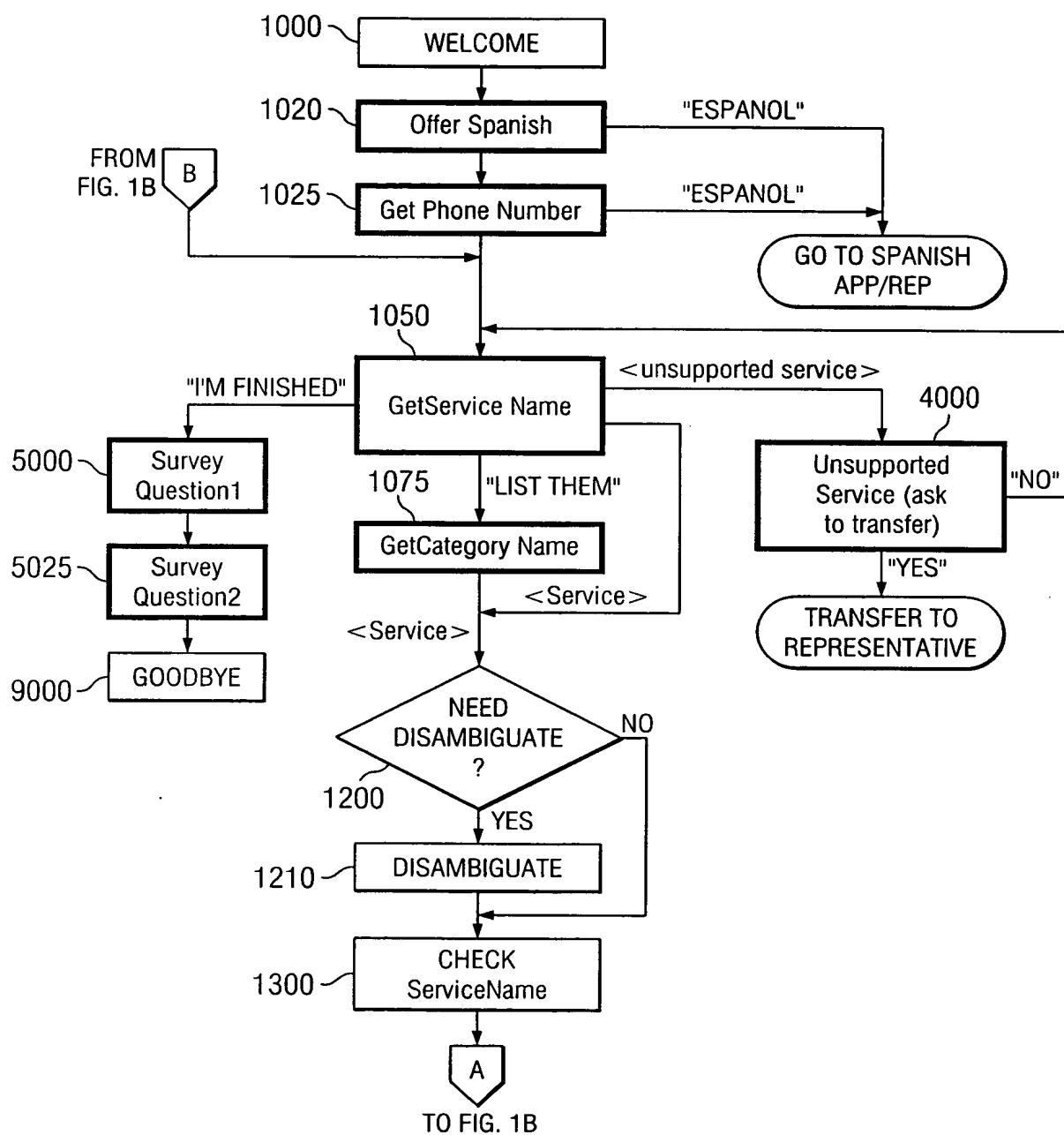
Inventors: Benjamin A. Knott, et al.

Attorney Docket: 064198.0189

(LB1035)

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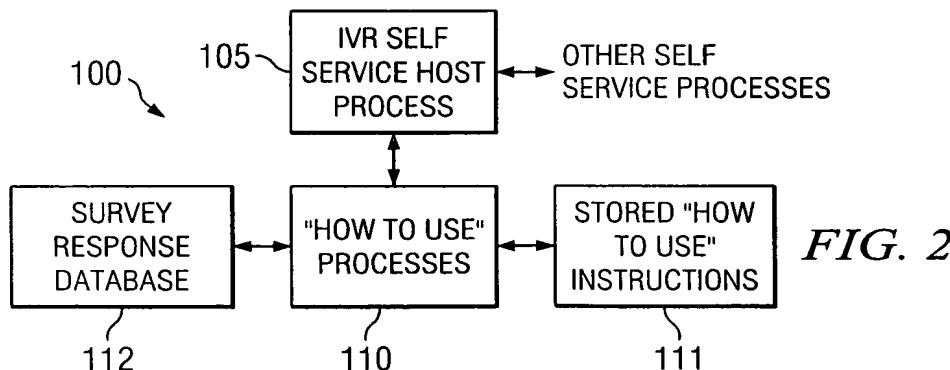
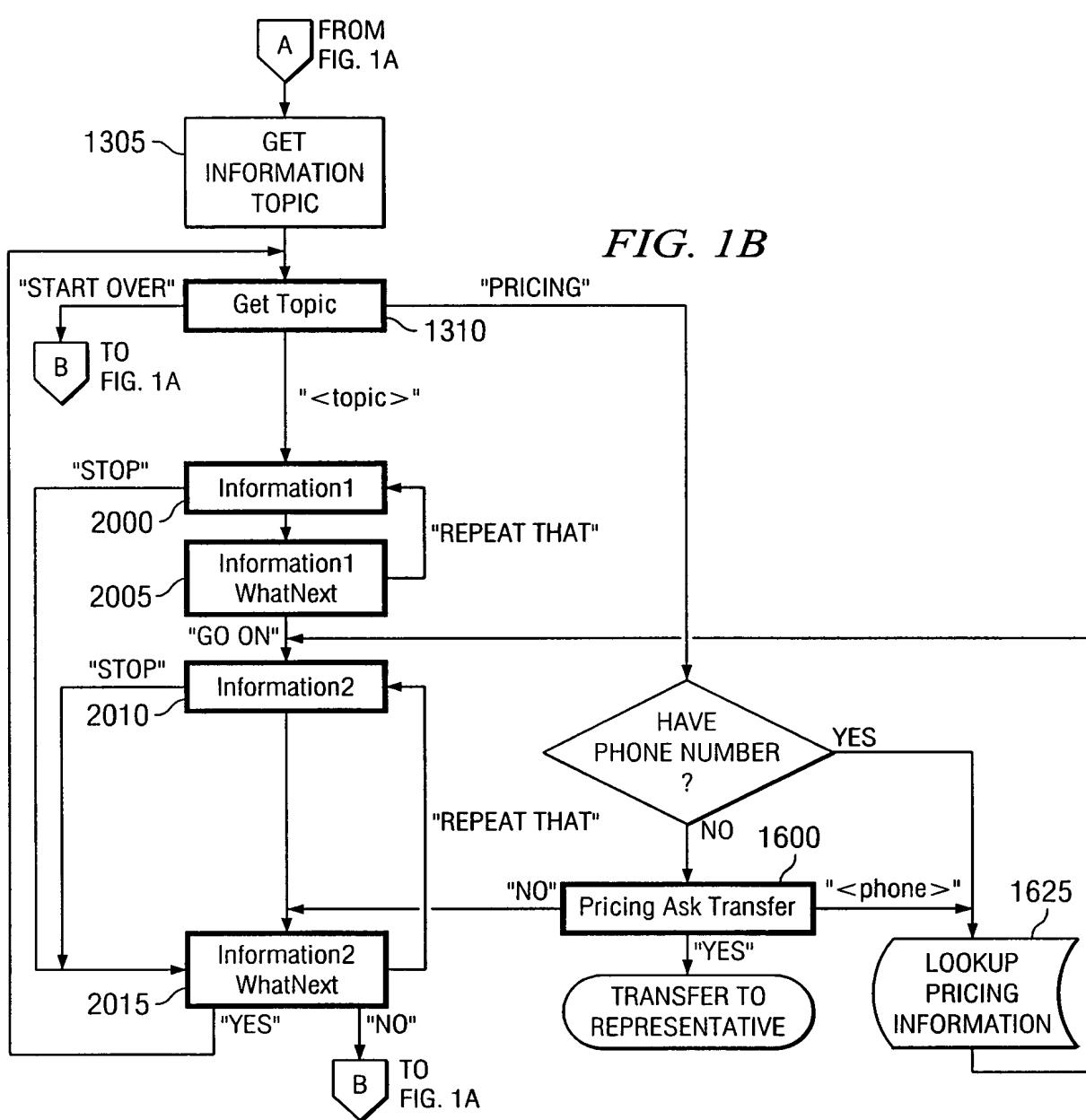
FIG. 1A



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FIG. 3

